

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

FACT SHEET

**REQUEST FOR APPROVAL TO EXECUTE A SOLE SOURCE AGREEMENT
WITH VERIZON BUSINESS FOR THE
ACCESS CALL CENTER TRANSFORMATION PROJECT
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Request approval to procure telephone and call center systems services from Verizon Business for the Department of Mental Health's Access to Community Care and Effective Services and Support Call Center.

REQUEST

Delegate authority to the Director of Mental Health, or his designee, to execute a sole source agreement identified as an "Authorization to Order Under State Contract" (ATO), substantially similar to Attachment I, with Verizon Business (Verizon) under the State of California's (State) California Integrated Information Network (CALNET II) Master Service Agreement 3 (MSA 3), to procure telephone and call center systems services to replace the existing obsolete telephone and call center systems for the Department of Mental Health's (DMH) Access to Community Care and Effective Services and Support Call Center (ACCESS), in an amount not to exceed \$1,365,000 over five years for Fiscal Years (FY) 2010-11 through 2014-15, effective upon Board approval.

PURPOSE/JUSTIFICATION

The purpose of the recommended action is to authorize DMH to procure telephone and call center systems services to replace the existing obsolete telephone and call center systems for DMH's ACCESS, from Verizon, through the State's CALNET II MSA 3. ACCESS is a communications system that acts as a gateway to mental health services in the County of Los Angeles. It provides a 24/7 toll free number for mental health emergency assistance and for obtaining information about available mental health services and resources. The existing telephone and call center systems have been relatively stable but deficient over the past several years. Recently the existing telephone and call center systems have failed to meet ACCESS needs with a series of downtime events that have made the procurement of a new and more reliable system urgent.

BACKGROUND

The current telephone and call center systems were implemented over ten years ago. It provides a 24/7 toll free number for mental health emergency assistance and for obtaining

information about available mental health services and resources. In the past, your Board has expressed concerns about dropped calls at ACCESS, and on November 20, 2007, your Board approved MHSA funding for the ACCESS Call Center Transformation Project (ACCTP) in order to specify, acquire and implement new telephone and call center systems for ACCESS.

DMH will replace the current failing telephone and call center systems with a highly reliable system that can be implemented in less than a year at savings of approximately \$365,000 over five years compared to a County owned and operated system. CALNET II allows State and non-State agencies to take advantage of the favorable pricing negotiated by the State with Verizon. Verizon has provided their fully hosted call center system to government agencies throughout the State for more than two years. It is a proven and highly regarded combined telephone and call center system.

Under the terms of CALNET II, Verizon is required to take responsibility for all aspects of the call center systems. Verizon's multiple data backup centers across the country and its hosted solution will prove a reliable system.

Verizon has provided DMH a written notice waiving the exclusivity clause, allowing the 30 day written notification to terminate without penalty, and for Verizon to continue providing services should CALNET II not be extended.

This request complies with the County Equipment Policy that your Board approved on October 16, 2001. This policy requires departments to obtain your Board's approval to purchase or finance equipment with a unit cost of \$250,000 or greater.

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